

Results Summary

DEL “Licensing Reboot” Survey #1

June 2010

The “licensing reboot” is a simple way for DEL to hear from licensed child care providers and our own licensing staff, and make improvements as needed. Each month, we are asking providers and licensors for input on a different topic via online survey.

What we asked in June

How providers like to get information from and share information with DEL.

Who responded

175 providers (89 family home providers, 82 center providers and 4 school-age providers).

What we heard

Providers:

- Like to get DEL information by e-mail, in printed materials, online or from their licensor.
- Use the website mostly to find: information on RCW and WAC; licensing forms; and professional development and training opportunities.
- Generally like the DEL website, but don’t always have time to use it and can’t always easily find what they are looking for.
- Generally feel they can contact their licensor whenever they have a question or need help, and most like to communicate with their licensor by phone or e-mail.
- Say licensors need to return e-mails and phone calls more promptly.
- Want licensors to give out publications consistently to all providers.
- Would like publications on new DEL requirements and WACs.

How we’re using your input

- Our DEL website quality assurance group (made up of DEL staff who meet once every other month) is considering all input from the reboot survey about improving website content and accessibility.
- Survey results are being shared with DEL staff.
- Staff are assessing available DEL publications and whether to revise or create new materials, depending upon funding.
- Staff are using the information to inform future work on licensing policy and rules.



www.del.wa.gov/reboot